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**Exam** : **Order Management Administrator**

**Title** : **Salesforce Order Management Administrator Accredited Professional**

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## Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>User Experience and Customization:</b> This section emphasizes leveraging Salesforce's Lightning UI to enhance user experiences. The Salesforce Order Management Administrator Consultant will customize experiences for users and managers through tools like the Lightning Page Editor, Report Builder, and out-of-the-box components. Success in this area ensures optimized workflows and improved operational efficiency.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Process Automation and Integrations:</b> This section helps the Salesforce Order Management Administrator Consultant demonstrate the capability to deliver business value by integrating Order Management with external systems using clicks rather than code. Mastery of navigation within Order Management processes, connecting nodes, and integrating systems efficiently ensures understanding of how to implement effective solutions.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Order Management Basics:</b> In this topic, the Salesforce Order Management Administrator Consultant learns to position Order Management effectively within Salesforce's core architecture. By articulating the extensible platform capabilities, the ability to integrate with third-party systems, and the overall value proposition, this knowledge helps highlight Order Management's seamless adaptability and efficiency. These insights are crucial for demonstrating business value during client engagements.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Data Model:</b> This topic equips the Salesforce Order Management Administrator Consultant to showcase knowledge of critical objects such as Order, Order Summary, Fulfillment Orders, and Return Orders. It involves establishing and tracing integrations with B2C Commerce or other systems, including custom attributes. Proficiency here is pivotal for ensuring seamless data flow and robust Order Management operations within complex business environments.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Deployment and Debugging:</b> In this area, aspiring order management administrator consultant demonstrates a deep understanding of deployment options, life cycles, and the configuration of supporting objects. This includes creating processes from scratch, leveraging pre-set data, and validating results in runtime scenarios.</li> </ul>

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### **Salesforce Order Management Administrator Accredited Professional Sample Questions (Q45-Q50):**

#### **NEW QUESTION # 45**

Which data type is the Status field on an Order Summary object?

- **A. Picklist**
- B. Text
- C. String
- D. Number

**Answer: A**

Explanation:

The Status field on an Order Summary object is a picklist data type. A picklist is a field that allows users to select one value from a predefined list of values. The Status field on an Order Summary object indicates the current state of the order, such as Draft, Activated, Completed, or Cancelled. The values for the Status field are defined in the Order Status picklist field on the Order object. Reference: Order Management Objects, [Picklist Fields]

#### **NEW QUESTION # 46**

Based on some changes in Universal Containers' Commerce engine, new Orders are expected to have two additional attributes at the header level. In Order Management, which other Object besides Order also needs to be extended?

- A. Change Order
- B. Payment Summary
- **C. Order Summary**
- D. Delivery Groups

**Answer: C**

Explanation:

Based on some changes in Universal Containers' Commerce engine, new Orders are expected to have two additional attributes at the header level. In Order Management, besides Order, the other object that also needs to be extended is Order Summary. An Order Summary is a record that stores information about an order, such as the total amount, the number of items, and the fulfillment status. An Order Summary is created by a process called Create Order Summary Process, which runs whenever an order is created or updated. The process calls a flow called Create OrderSummary Flow, which calculates the order summary fields and creates or updates the order summary record. To extend an object in Order Management, an administrator can create custom attributes on that object that match the API name and data type of the corresponding attributes in B2C Commerce. Reference: Order Management Objects

#### **NEW QUESTION # 47**

What two steps are required to add an item to the Actions & Recommendations panel on the Order Summary record page?

- **A. Create a new sub-flow**
- B. Create a New Deployment
- **C. Drag the Actions & Recommendations component on the page**
- D. Make a new Lightning Record Page

**Answer: A,C**

Explanation:

Two steps that are required to add an item to the Actions & Recommendations panel on the Order Summary record page are: Drag the Actions & Recommendations component on the page. The Actions & Recommendations component is a standard component that displays actions and recommendations based on business logic for records in Lightning Experience or Salesforce mobile app. The administrator can use the Lightning App Builder to drag and drop the Actions & Recommendations component onto the Order Summary record page layout.

Create a new sub-flow. A sub-flow is a type of flow that can be invoked by another flow as an element. A sub-flow can contain logic and actions that are specific to a certain scenario or use case, such as order fulfillment or payment processing. The administrator can use Flow Builder to create a new sub-flow that defines the actions and recommendations for Order Summaries, and then add it to the Actions & Recommendations component on the record page.

Verified Reference: [https://help.salesforce.com/s/articleView?id=sf.om\\_actions\\_recommendations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_actions_recommendations.htm&type=5)  
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#### **NEW QUESTION # 48**

Which three objects are likely to get created in Order Management as an order progresses through its lifecycle?

- A. rmaorder
- **B. Fulfillment Order**
- C. Replacement Order
- **D. Change Order**
- **E. Return Order**

**Answer: B,D,E**

Explanation:

Three objects that are likely to get created in Order Management as an order progresses through its lifecycle are:

Fulfillment Order. A Fulfillment Order is a record that represents a group of products in an order that are fulfilled together from the same location. A Fulfillment Order has a lookup relationship to the Order Summary object, and it contains information such as the fulfillment location, delivery method, status, etc.

Return Order. A Return Order is a record that represents a return request for an order or part of an order. A Return Order has a lookup relationship to both Order Summary and Change Order objects, and it contains information such as the return reason, status, date, etc.

Change Order. A Change Order is a record that represents a change request for an order or part of an order. A Change Order has a lookup relationship to the Order Summary object, and it contains information such as the change type, status, date, etc.

Verified References: [https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_fulfillment\\_order.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_fulfillment_order.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_return\\_order.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_return_order.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_change\\_order.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_change_order.htm&type=5)

#### NEW QUESTION # 49

A customer orders two shirts and one jacket in B2C Commerce. The Order is ingested into Order Management. However, the customer decides to cancel the order prior to fulfillment. What object is created and linked to the Order Summary?

- A. Change Order
- B. Suspend Order
- C. Cancel Order
- D. Return Order

**Answer: C**

Explanation:

Explanation

The object that is created and linked to the Order Summary when a customer cancels an order prior to fulfillment is Cancel Order.

A Cancel Order is a record that represents a cancellation request for an order or part of an order. A Cancel Order has a lookup relationship to both Order Summary and Change Order objects, and it contains information such as the cancellation reason, status, date, etc. Verified References: [https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_cancel\\_order.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_cancel_order.htm&type=5)

#### NEW QUESTION # 50

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